

CITY OF HELOTES

EXTERNAL JOB ANNOUNCEMENT

Human Resources Department
12951 Bandera Road
Helotes, Texas 78023
Phone No.: 210-695-8877
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Job Title: Development Services Specialist/Administrative Assistant (Part-Time)
Department: Administration – Development Services
FLSA Status: Non-Exempt
Compensation: \$12.00 - \$13.00 hr.
Opening Date: September 14, 2015
Closing Date: September 25, 2015 @ 5pm

Job Summary:

Under general supervision of Development Services Manager, provide information to the public pertaining to policies and procedures and related information. Assist in coordinating special events. Provide comprehensive customer service to ensure accurate and efficient response to requests. Issue permits and licenses with appropriate fees charged and received. Purchase supplies. Routes and maintain records.

Essential Job Functions:

- Perform duties with limited supervision.
- Provide information to the general public as needed.
- Assist in coordinating special events (MarketPlace, Movie Night, Cornyval Parade, Christmas Parade, Christmas Lighting, Christmas Party, etc.)
- As needed; explain the procedures and processes required to comply with City requirements in a clear, concise and professional manner as needed.
- Help receive plans from customers seeking building, remodeling or other approval from the permit department when needed.
- Issue numerous different permits and licenses and collect fees.
- Help in routing to the appropriate reviewers for approval when needed.
- Help schedule routine inspections with building, fire and health inspectors to ensure compliance.
- Develop and maintain computer and paper records as necessary to track permits, and licenses.
- Answer incoming telephone calls on Cisco system with four incoming lines; makes necessary phone connections or writes messages
- Maintain computerized and paper file records of permit activity; assure proper documentation exists for each permit, scan permits and licenses into paperless system (Laser Fiche),
- Operates PC and printer, calculator, FAX machine, typewriter and copier machine
- Works well under pressure and follows directives
- Must be bondable

- Uses tact, diplomacy, and a helpful attitude in all contacts with the public and other employees; communicates effectively and courteously with the public, and coworkers in person, in writing, in electronic mail, and by telephone.

Education and Experience:

High school diploma or GED and two years responsible clerical or other experience related to construction; or any combination of education and experience, which would provide the applicant with the desired skills, knowledge, and ability required to perform the job. Experience or training in building codes and permit processes or other aspects of planning, zoning review, code enforcement, or land development is highly desirable. Verified ability to type 40 wpm net and/ or proficiency in the use of computers for filing, word processing and/or spreadsheets.

Licenses or Certificates:

Valid Class "C" Texas Driver's License required.

Knowledge, Skills, and Abilities:

- Knowledge of municipal ordinances and codes related to the permit process and building requirements.
- Knowledge of plan review procedures of appropriate departments.
- Record-keeping techniques.
- Telephone techniques and etiquette.
- Ability to oversee the routing process for the review, approval and compliance of all permits, licenses, plats, etc.
- Ability to coordinate and tract building-related permits.
- Ability to read and interpret maps, blueprints and legal descriptions.
- Maintain records, files and logs; paper and electronic files.
- Skill in defusing angry or agitated people.
- Skill in presenting a positive, professional image of the City.
- Ability to perform various tasks while subject to interruption and to perform work according to schedules and time lines.
- Ability to communicate effectively using tact, patience and courtesy.
- Ability to operate a variety of office equipment, including a personal computer.
- Bilingual (English/Spanish preferred)

Physical Demands and Working Conditions:

Physical requirements include occasional lifting / carrying of up to 35 pounds; visual acuity, speech, and hearing; hand and eye coordination and manual dexterity necessary to operate a computer keyboard and basic office equipment. Subject to sitting, standing, reaching, walking, twisting, and kneeling to perform essential functions. Working conditions are primarily inside an office environment. May be required to assist in other duties as assigned.

This job description is not an employment agreement or contract.

Management has the exclusive right to alter this job description at any time without notice.

Helotes is EOE

Accepting application and resume by regular mail, email or fax #210-695-6520.